



Information Technology Quarterly Report

April 1, 2005 – June 30, 2005

Submitted to:
The Joint Committee on Advanced
Communications and Information Technology

Submitted by:
The Office of Information Technology
Doug Elkins, Executive Chief Information Office

This page intentionally left blank



Table of Contents

Introduction.....	3
Leadership Initiatives	4
The Arkansas General Records Retention Schedule	4
Workgroups	5
Integrated Justice Information Systems Coordinating Council	6
Standards and Policies.....	7
Technical Services to Agencies	10
Progress on Security and Cyber-Terrorism.....	11
Arkansas Geographic Information Office (AGIO).....	12
eGovernment Initiatives	14
Operational Projects	14
Projects in Development	15
Emerging Issues / Activities	16
Appendix	18
Overview of Biennial Information Technology Planning Process.....	19
Enterprise Governance Structure.....	20
State Technology Management	21
Major Project Expenditures by Agency	23
Major Technology Investments: Top 10 Projects by Cost.....	24
Budgeted Major Projects by Fund Source for FY04-05	25
Planned Major IT Development Projects.....	26
Planned Major IT Development Projects With Cost.....	31
Planned Major IT Enhancement Projects.....	34
Planned Major IT Enhancement Projects With Cost.....	37



Introduction

Act 1042 (2001) requires the Executive Chief Information Officer (ECIO) to submit a report on a quarterly basis to the Joint Committee on Advanced Communications and Information Technology regarding information technology deployment and the administration and sharing of information among state agencies.

This 4th Quarter Report of FY05 will:

- Summarize the major project activity within state agencies through the 8th quarter of the current biennium
- Identify key leadership initiatives that impact efficient technology utilization and information sharing
- Summarize projects being facilitated by the Office of Information Technology
- Summarize the development and implementation of eGovernment services around the state
- Report on emerging issues and activities



Leadership Initiatives

The Arkansas General Records Retention Schedule

The Arkansas Record Retention Requirements Status Report

The Office of Information Technology was charged by Act 918 of 2005 (An Act Concerning the Retention of Public Records by State Agencies) to develop and promulgate rules & regulations for the retention of common records found within most state agencies.

The following preliminary work was accomplished in 2004 in preparation for the 2005 General Assembly and the passing of Act 918 of 2005.

- The preliminary records retention schedule for common categories of records for use by all state agencies, boards, and commissions was completed in December, 2004 and formally submitted to the Governor.
- The development of electronic record management guidelines and requirements was completed in December, 2004.
- The guidelines that address issues surrounding electronic communications as a public record were completed in December, 2004.
- A report of cost and other impacts to accompany the proposed record retention schedule was completed in December, 2004.
- A procedural handbook for records retention was completed in December, 2004.

Progress Report

The Office of Information Technology is facilitating this effort and is close to completing the charge outlined in Act 918 of 2005 by Fall, 2005. The Records Retention Rule is expected to be on the December, 2005 Legislative Rules Committee agenda.

Project Objective: Produce a practical records retention schedule for common categories of public records.

Approach: The development of the work would take place within the ECIO Office's Information Architecture. The work is being accomplished and approved by a work group composed of members from a cross section of state agencies. Input has been gained from partners outside state government.



Leadership Initiatives

Workgroups

The Executive Chief Information Officer formed two workgroups to analyze opportunities to improve the effective and efficient use of information technology among Arkansas state agencies.

Email Consolidation Workgroup

This workgroup is exploring the possibility of all executive state agencies moving to a single email system. Currently, approximately 37 different email systems are used across the agencies. A single system could lead to efficiencies on several different levels.

- Workgroup Purpose: To explore the opportunities to reduce or eliminate redundant email system.
- Workgroup Scope: All state agency electronic communication systems, including email, list-serve, workgroup productivity, etc.
- Workgroup Focus: Executive agency email systems.
- Workgroup Deliverables: A report detailing the Total Business Case for each proposed consolidation option, the group's recommended consolidated option, and a recommendation for implementation.
- Milestones include the examination of email systems in use in Arkansas state government, other states, and private industry; development of a cost analysis; identification of problems/barriers in the current environment; and identification of needs and options to address the problems/barriers.

Grant Workgroup

This workgroup is exploring opportunities to improve the interaction between state grant providers, applicants, and recipients. The focus of the workgroup is a centralized on-line grant application system.

- The workgroup is comprised of representatives from state agencies that manage grants within the state. Key members of the workgroup are the larger agencies that manage millions of dollars in grants such as Human Services, Health, Highway and Transportation, Parks and Tourism, and Finance and Administration.
- The workgroup deliverable will be a report detailing the business case, options, and recommendations to improve the granting process by providing a "storefront" access to grant applications.
- The upcoming milestones will be the review of available products, development of a concept paper, and identification of needed changes to the current INA developed grant information applications which are accessed from the Governor's website.



Leadership Initiatives

Integrated Justice Information Systems Coordinating Council

Integrated Justice Information Systems – IJIS

During the 2005 Arkansas Legislative Session three bills were introduced, SB449, SB450, and SB451. Two of the bills were appropriations bills and the other was enabling legislation to statutorily re-create the IJIS program. None of these bills were enacted. On April 28, 2005 the Governor signed Executive Order EO 05-06 which repealed the original Executive Orders 03-03 and 03-04 concerning the Integrated Justice Information System Coordinating Council. This effectively ended the IJIS Coordinating Council, the local government advisory group, and the corresponding assignment to oversee an information sharing pilot project. The lessons learned during the pilot project will aide our office in developing standards, methodologies, and guidelines for information sharing across agency and jurisdictional boundaries.



Leadership Initiatives

Standards and Policies

The State Technical Architecture Office guides the process of using information technology resources throughout the state by directing the formulation of state policies, standards, and best practices for information technology.

Promulgated Policies and Standards

Password Management Standard

A password is usually the first line of defense for a computer system. The password standard requires user logon passwords to be complex and to change periodically.

Virus Scanning Standard

State agencies and institutions of higher education must install virus scanning software on their servers and workstations. The virus scanning software should be updated with new virus information weekly, at a minimum.

Warning Banner Standard

Information handled by computer systems must be adequately protected against unauthorized modification, disclosure, or destruction. Warning banners are necessary at all access points in the event an organization wishes to prosecute an unauthorized user. The banner shall warn authorized and unauthorized users: 1) about what is considered the proper use of the system, 2) that the system may be monitored to detect improper use and other illicit activity 3) that there is no expectation of privacy while using the system 4) of the penalties for noncompliance.

Personnel Security Standard

Organizations must implement a security awareness program which communicates the agency information technology security policy and the importance of information technology security. In addition, organizations must ensure that employees in sensitive positions have undergone an appropriate security clearance.

Machine Readable Privacy Policy Standard

The Machine Readable Privacy Policy Standard requires agencies to use the P3P specification when creating machine readable privacy policies on agency websites. Act 1713 of 2003 required state and local governments with websites to create machine readable privacy policies which are programs that reside in websites that tell a person visiting a website what the owning organization's privacy policy is in regards to any information that is gathered through the website.



Leadership Initiatives

Standards and Policies

Data and System Security Classification Standard

The Data and System Security Classification Standard requires organizations to classify information and computer systems by levels of sensitivity and criticality. By determining data and systems that are truly critical for agency operation, appropriate levels of information technology security measures can be applied. Guidelines have been created by the security working group to accompany the standard.

Managing State Information Technology Projects Policy

The purpose of this policy statement is to provide state agencies with the necessary guidance for managing the state of Arkansas's information technology projects. This policy is provided to help ensure that information technology projects are conducted in a disciplined, well-managed, and consistent manner that promotes the delivery of quality products and services.

Dot Gov Subdomain Naming Policy

Consistent internet names, or domain names, allow people to search for information on the Internet more easily. An internet domain exists called the .gov domain that is overseen by the federal government and reserved for use by federal, state, and local governments. The State of Arkansas has registered the domain names arkansas.gov and ar.gov for use by state and local government in Arkansas. The Dot Gov Subdomain Naming Policy defines proper naming conventions when using the .gov name to enhance the accessibility of information regarding state and local government.



Leadership Initiatives

Standards and Policies

Pending Policies and Standards

The following standard has started through the formal promulgation process put forth by the Legislative Council.

Physical and Logical Security Standard

Data and systems are protected through a combination of virtual and physical security provisions. This standard requires agencies to lock up their equipment housing or transporting sensitive data, create and protect backups of their data, and secure their mobile devices. In addition, agencies are required to utilize firewall(s), report cyber incidents to the State Security Office, and institute access control procedures.



Leadership Initiatives

Technical Services to Agencies

Tracking New Technology Newsletter

A quarterly web-based newsletter was published describing four new technologies that would be suitable for use in state agencies and other public organizations. April's edition highlighted multi-protocol label switching (MPLS), radio frequency identification (RFID) and tablet personal computers.

State Security Office Newsletter

The second quarter newsletter focused on botnets, which are groups of machines that have been taken over by hackers without the machine owner's knowledge. These compromised machines can be used for illegal purposes by the hackers.

Continuity of Operations Agency Plan Development

Trained agencies, boards and commissions to use web-based software to create disaster recovery plans and advised agencies on strategies for plan development. Trained agencies to create continuity of operations plans to ensure delivery of critical services while the agency is recovering from a disaster.



Leadership Initiatives

Progress on Security and Cyber-Terrorism

Disaster Recovery Capability

The Department of Information Systems now strives to provide 72-hour disaster recovery capabilities on the services they host. The current focus is on disaster recovery simulations for the agencies listed as critical to the continuation of state services. DIS is also supporting a current statewide effort, sponsored by the ECIO, to determine the disaster recovery capabilities of all state agencies.

Continuity of Operations Planning

A web-based disaster recovery planning tool has been deployed to agencies, boards and commissions to create business impact assessments, disaster recovery plans, and continuity of operations plans. Fifty-four agencies are close to completing their disaster recovery plans and forty-five agencies have started their continuity of operations plans. Agencies were also taught to perform tabletop exercises to test their continuity of operations plans.

Cyber-Security Education and Awareness

Security-related presentations were offered by the State Security Office. Brochures, a website and newsletters were created to raise awareness of cyber issues.

Arkansas Homeland Security Advisory Group

OIT staff served on the Arkansas Homeland Security Advisory Group to recommend projects and organizations for Homeland Security funding.

Leadership Initiatives

Arkansas Geographic Information Office (AGIO)

The Arkansas Geographic Information Office (AGIO) continues to provide leadership for two major programs that are building Geographic Information System data and capacity at the county level within Arkansas.

County Assessor Mapping Program

The AGIO provides technical support for mapping personnel in the County Assessor Offices who are using geographic information systems (GIS) to map a representation of land ownership in each participating county. This map layer will have a wide range of uses when completed. Application of this data will range from tax assessment to law enforcement and economic development. The first phase involves mapping a coordinate for each parcel and then coupling that coordinate to its record in the Assessor database. The data is then published in the State's GIS clearinghouse known as GeoStor. Presently, AGIO has published Phase 1 data in GeoStor for six counties.

The second phase involves mapping a representation of each parcel boundary in the county. To date, eighteen counties are engaged in Phase II of the program.

The image shown here is of the Lake View subdivision in Cross County just north of Wynne, Arkansas and demonstrates how the data will appear.





Leadership Initiatives

Arkansas Geographic Information Office (AGIO)

Arkansas Centerline File Program

State compliant road centerline data enables the capability to quickly locate people, places and events using a physical address. The AGIO manages the Arkansas Centerline File Program which is a cooperative effort to develop standard compliant road centerline data across all the counties of the state. Twenty-seven counties in the state have completed the data development and met the state standard. The AGIO continues to provide technical assistance to County Judges and County E-911 offices that are building this important file.

GeoStor

The AGIO, in partnership with the Department of Information Systems and under the guidance of the ECIO, is completing a transition of the state's GIS data clearinghouse (GeoStor). The new system will offer additional features and capabilities such as map viewing which was previously unavailable. The migration will result in the clearinghouse beginning to operate more like a portal. The project is 75% completed.



eGovernment Initiatives

Information Network of Arkansas (INA) has the responsibility of assisting the state in exploring and improving citizen and business access to public information. The following is a sample of the applications that INA implemented or began development during this past quarter:

Operational Projects

Correction Department, Inmate Banking - Service to allow inmates to receive money via credit card to apply to their Inmate bank account.

Education Department, Next Step Site - site for Governor's initiative for High school reform.

Employment Security Department, Career Watch 2005 - Online Career Watch 2005 publication.

Game and Fish Commission, ATIP - Online information gathering form for AGFC Bass Tournaments.

Governor's Office, Newsletter - New page layout for the Governor's Newsletter and a newsletter request.

Health Department, WIC Site Redesign - Informative website for women with infant children regarding information about breastfeeding. Also contains a search, by county, for lactation specialists and registration for lactation classes.

Municipal League, Local Portal - Local portal in which users could find information on all Arkansas cities.

Physical Therapy Board, Jurisprudence Exam - Registration and online test for physical therapists.

Psychology Board, License Renewals - Online license renewals for psychologists.

Saline County, Court Records - Interactive search for circuit court records for Saline County.

Sebastian County, Property Tax Payments - Online real estate and personal property tax payments.

State Police, Arkansas Crash Reports - Online purchase of crash (accident) report through the State Police.



eGovernment Initiatives

Projects in Development

Central Arkansas Planning and Development District, Site Redesign – Redesign of current site with new navigation using the present content.

Employment Security Department, UI SSO/Gov Pay – Single sign on and GovPay connectivity for Unemployment Insurance Wage System with DIS.

Finance and Administration Department, Child Support Employer SSO/Gov Pay – Child Support Employer portal. INA will host application layer to provide single sign on and GovPay functionality.

Finance and Administration Department, Personalized License Plates – Online ordering and lookup of personalized license plates, inclusive of personal class, motorcycle and Game and Fish plates . Payment will be accepted through the internet.

Hot Springs, City Site – The City of Hot Springs would like a new site with online services.

Little Rock, Business License Renewals – Online business license renewals for Little Rock.

Private Career Education Board, Real Estate School CE Reporting – Online CE reporting for real estate schools.

Saline County Prosecuting Attorney, Hot Check Payments – Online credit card payment for hot checks written to Saline County and prosecuted for restitution.

Secretary of State, Rules/Regulations Portal – Searchable database of agency rules and regulations on the Secretary of State web site. Features to include search by agency, date, keyword, and notification signup.

Secretary of State, UCC Batch Data Downloads – Entities would request downloads for special data. For example, Pulaski County may want to download all filings in Pulaski County on a quarterly basis with a keyword of “equipment”.



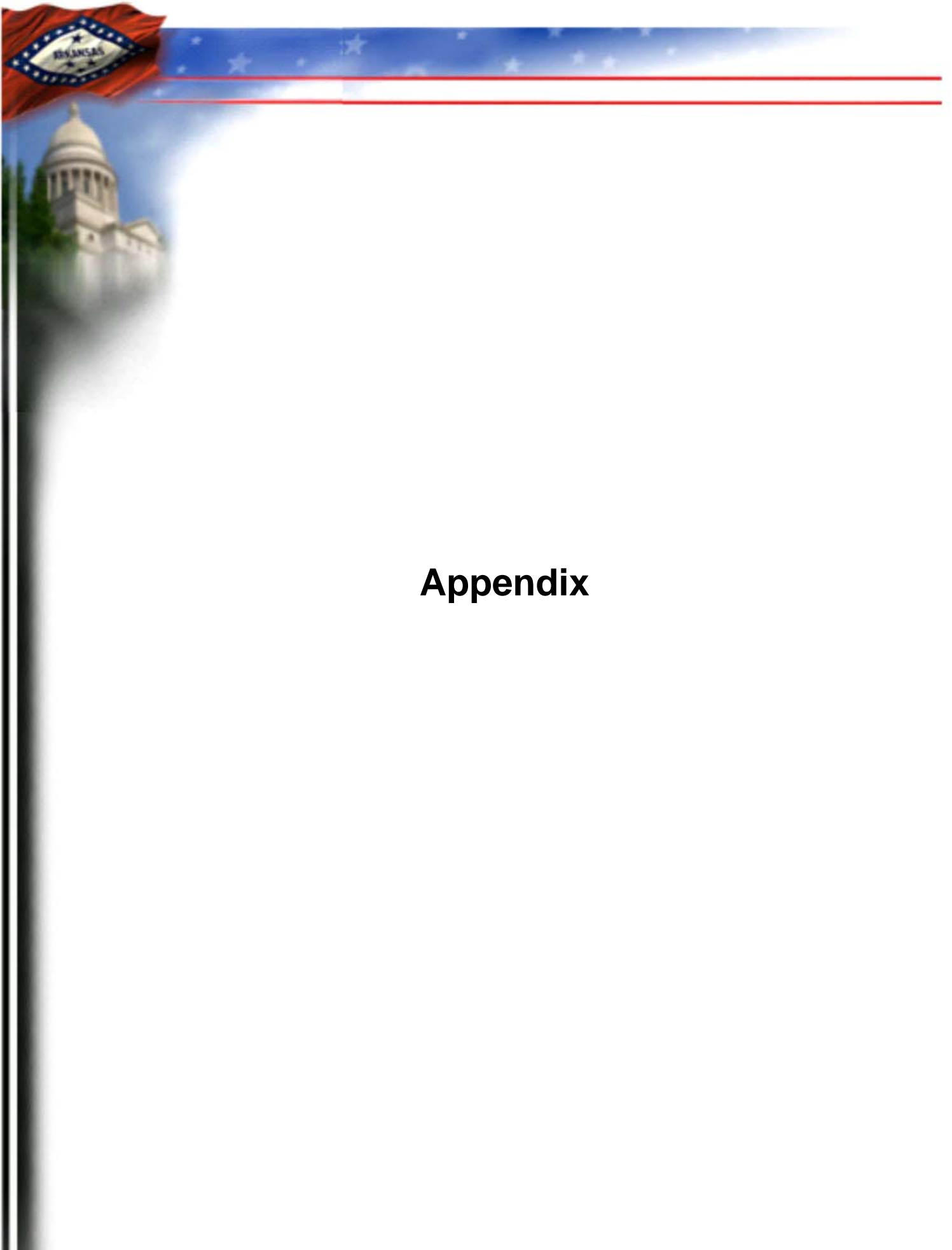
Emerging Issues / Activities

- Complete biennial agency IT planning process.
- Development of road centerline mapping data to assist counties in responding to wireless 911 emergency phone calls.
- Issue a Request for Proposal for the creation of the next generation of statewide digital ortho imagery. The project is scheduled to launch in the winter of 2006 and will update the digital ortho photography for the entire state.
- Collaborate with DIS and several hundred agencies and schools to combat specific cyber attacks.
- Support executive and legislative leaders with the proposed record retention schedule completed in the fall of 2004.
- Develop assessment standards for technology infrastructure in K-12 school facilities across the state.
- Explore the data mining/reporting capabilities of Cognos software in order to meet legislative mandates. The software would interact with the Arkansas Public School Computer Network and the state's Financial Management System.
- Continue development of cyber security standards related to physical, logical and wireless security.
- Begin outreach effort to state agencies in complying with the newly enacted Records Retention Law (Act 918 of 2005).
- Analyze and provide a summary of the information obtained from the technology assessment that was a component of the statewide school facility assessment. The information obtained from the technology assessment will answer key questions regarding the use of educational technology in Arkansas and assist in the evaluation of district's technology support needs.
- Continue working with agencies to complete their disaster recovery plans.
- Continue development of cyber security standards related to encryption, peer to peer technology and wireless security.
- Promote October as Arkansas' cybersecurity awareness month and the national cybersecurity month.
- Work with committee established by the Governor's Office to prioritize agency processes for recovery.
- Continue working with agencies to complete their disaster recovery plans and continuity plans.
- Conduct awareness seminar aimed at small agencies, boards and commissions for information technology standards compliance.



Emerging Issues / Activities

- Online audit of all Arkansas agencies, boards, commissions, and parts of higher education for compliance with security standards.
- Participate with the federal government training federal and state agencies to create continuity of operations plans.
- Conduct group table top exercises for multi-agency buildings to test continuity of operations plans at the building level.





Overview of Biennial Information Technology Planning Process

Agencies submit Information Technology (IT) plans to the Office of Information Technology (OIT) by August of even years in preparation for the legislative session.

Information required in the agency's IT plan:

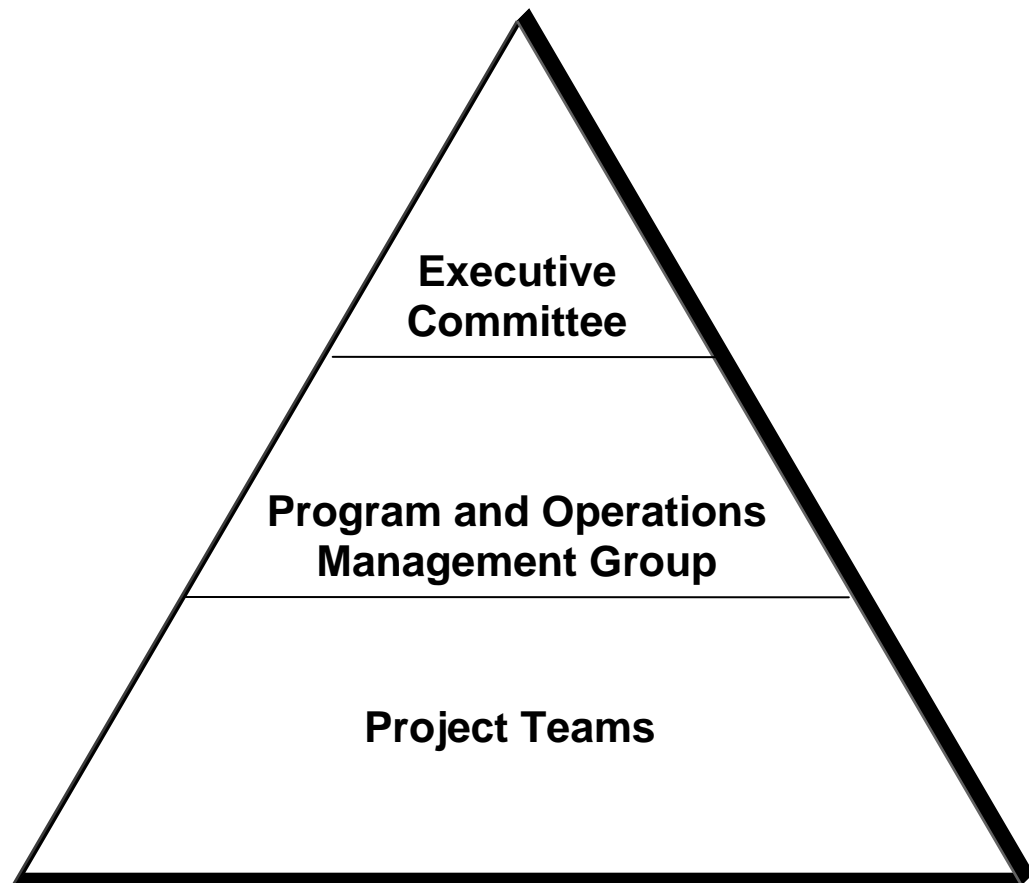
- Agency mission, goals, and objectives
- Description of Operational IT investments
- Identification of "high impact" efforts such as Health Insurance and Accountability Act (HIPAA), security, enterprise projects, etc.
- Identification of planned new IT investments
- Biennial appropriation request for technology

OIT has completed the processing and reviewing of all agency, board, and commission IT Plans for the FY06-07 Biennium.

This planning cycle coincides with the biennial budget process.



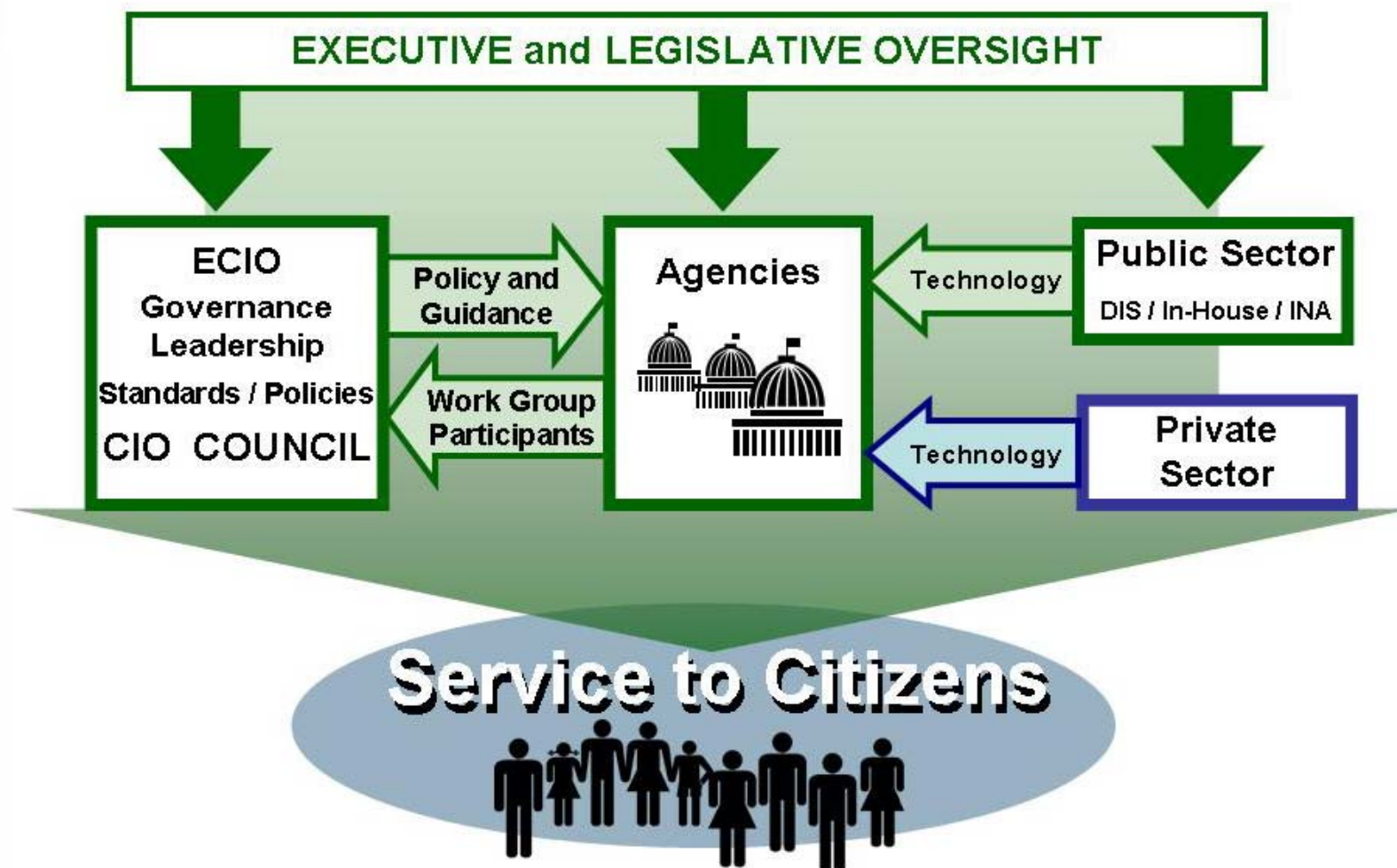
Enterprise Governance Structure



- A Governance model was developed for Enterprise Projects
- The model is 3-tiered
 - The Executive Committee sets policy, standards and direction.
 - The Program and Operations Management Group develops the business case and strategy plan for the project.
 - Project teams provide project implementation and oversight services.
- This model is in place in two Enterprise efforts
- Integrated Justice
- Arkansas Wireless Information Network (AWIN)



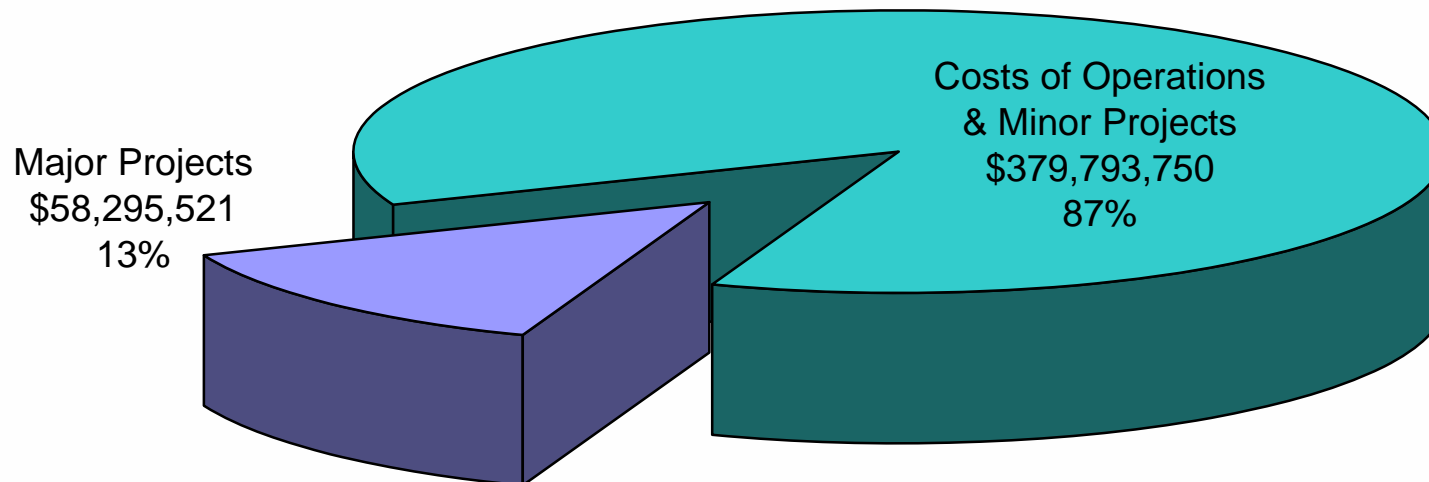
State Technology Management





Major Projects Account for 13% of Planned Technology Expenditures for FY04-05

Total: \$438,089,271



Note: Major Projects are those greater than \$100,000
Source: Quarterly survey of agency project expenditures



Major Project Expenditures by Agency

Listing of projects is contained in the Appendix

Agency	Total Project Cost (estimated)	Prior Biennial Cost	Biennial Cost to Date	Actual Cost to Date	Budgeted amount for Biennium	Project Count
Human Services	32,258,655	16,367,272	13,295,245	29,662,517	14,194,925	8
Employment Security	15,079,953	2,542,774	2,862,779	5,405,553	12,596,251	20
Information Systems	9,726,175	0	798,847	798,847	4,613,675	4
Finance and Administration	7,825,560	976,420	5,046,406	6,022,826	6,182,670	8
Teacher Retirement System	7,500,000	3,627,461	3,809,038	7,436,499	3,872,536	1
Crime Information Center	6,555,456	3,113,945	3,444,458	6,558,403	3,315,874	4
Education Department	3,243,540	0	2,613,885	2,613,885	3,243,540	3
Environmental Quality	3,200,000	357,520	968,551	1,326,071	3,200,000	1
Health	3,100,000	0	1,865,000	1,865,000	3,100,000	4
State Police	2,451,133	0	2,837,694	2,837,694	2,451,133	2
Prosecutor Coordinator	489,300	47,500	97,000	144,500	124,000	1
Parks and Tourism	435,000	0	314,072	314,072	435,000	2
Securities Department	369,871	114,800	315,855	430,655	312,821	1
State Crime Laboratory	351,000	134,605	108,198	242,803	216,396	1
Office of Information Technology	236,700	0	201,251	201,251	236,700	1
Workers' Compensation Commission	200,000	0	78,000	78,000	200,000	1
Totals	\$93,022,343	\$27,282,297	\$38,656,279	\$65,938,576	\$58,295,521	62



Major Technology Investments: Top 10 Projects by Cost

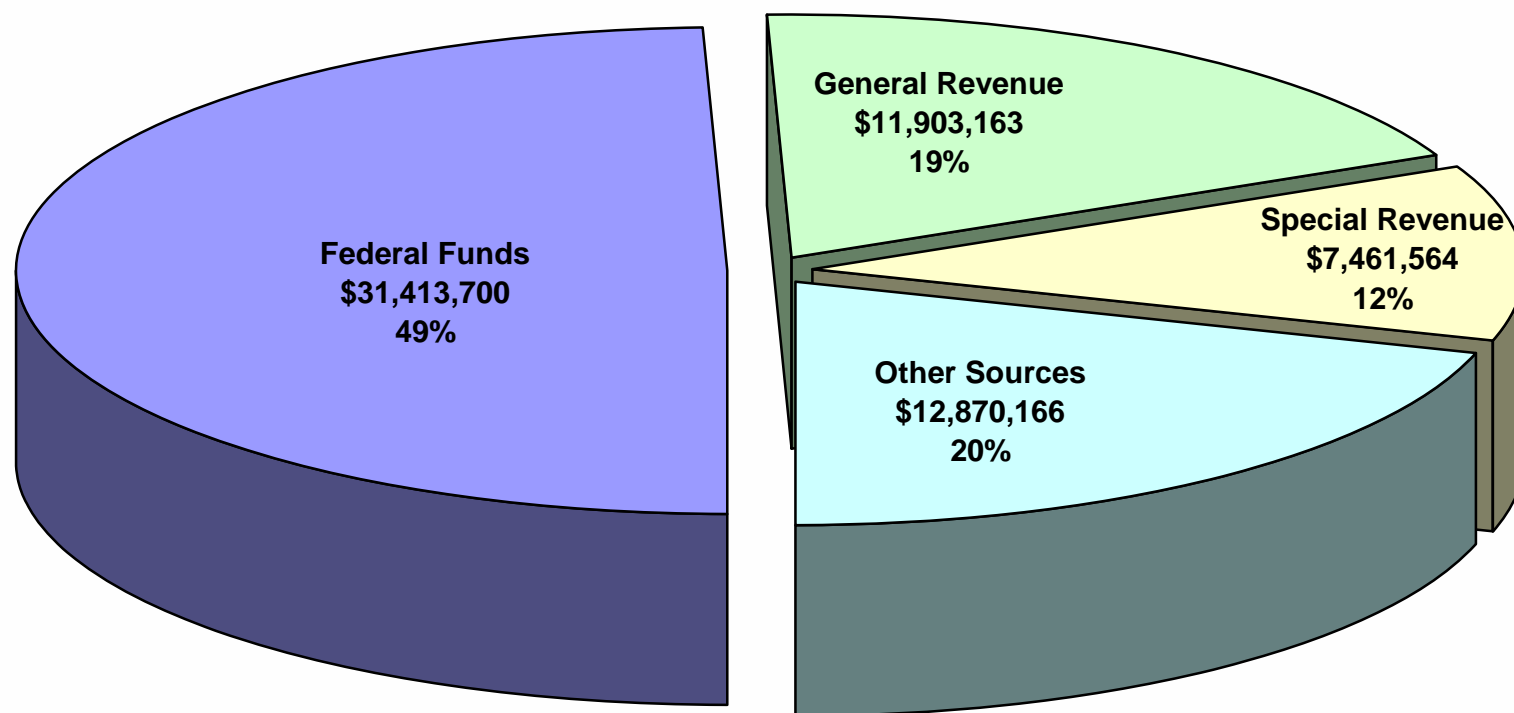
Agency	Project Name	Sum of Budgeted amount for FY04-05	Sum of Total Project Cost (estimated)
Human Services	HIPAA	6,726,964	22,355,827
Information Systems	Video Scheduling / Bridging	3,213,675	8,501,175
Teacher Retirement System	Arkansas Teacher Retirement Member Information System	3,872,536	7,500,000
Crime Information Center	VINE Enhancements	1,086,490	3,907,024
Human Services	CHRIS - Children's Reporting and Information System	2,332,392	3,769,884
Human Services	Child Care Eligibility	3,559,039	3,559,039
Environmental Quality	Integrated Information System	3,200,000	3,200,000
Finance and Administration	Employment Benefits	1,357,110	3,000,000
Finance and Administration	Budget Preparation Module	1,921,560	1,921,560
Employment Security	Internet Initial Claims	1,836,980	1,836,980
Total Cost of Top 10 Projects Represents 64% of Total Projects Cost		\$29,106,746	\$59,551,489
Total Cost of Remaining 52 Projects		\$29,188,775	\$33,470,854
Total Cost - All Projects		\$58,295,521	\$93,022,343

Note: Major Projects are those greater than \$100,000

Source: Quarterly survey of agency project expenditures



Budgeted Major Projects by Fund Source for FY04-05



Total: \$58,295,521



Planned Major IT Development Projects

Agency & Project Name	Project Description
Crime Information Center	
Integrated Justice	Develop automated interfaces to county criminal justice agencies. This is a pilot project in Faulkner County.
National Criminal History Improvement Project	Acquire hardware and software to enter dispositions electronically.
Project Safe Neighborhoods	Identify and collect data on violent crimes in Arkansas. This project will include professional services and PCs.
Employment Security	
ABPCO	Automates operations and case management for recovery of Unemployment Insurance overpayments
ACRS	Gives Arkansas citizens the capability to reference post-secondary education information available in Arkansas and so that Arkansas post-secondary education and training institutions could automate their Eligible Training Provider (ETP) applications.
Ark Adjudication System	Automates the adjudication of Unemployment Insurance issues
Economic Development Exchange	Provides automation for geocoding, potential labor, job vacancy and benefits survey
Employer Accounts Registration	Allows new businesses to apply for ESD account numbers over the Internet
Employer Wage Processing	Allows businesses to report employee wages over the Internet
FARS Replacement	Provides cost accounting for federal reporting not provided in AASIS
Hope MFLC Record Keeping	Provides an automated room management and billing system for individuals staying at the migrant farm labor center
Imaging	Provides imaging capability for all projects
Initial Claims IVR/Call Center	Provides recently unemployed individuals to file Unemployment Insurance claims over the telephone
Internet Initial Claims	Allows individuals that have just been laid off to fill an Unemployment Insurance claim
Learning Exchange/OSCAR Import	Will move a career exploration site from a Texas server to an Arkansas server
LMI Automation (ALMIS/NSR)	Provide and Internet based interactive labor market information system to the citizens of Arkansas. This is a consorted effort between approximately 21 other States, directed by NASWA/CESER through grants from the U.S. Department of Labor.
ODDS/AWIS Replacement	Combines the current AWIS and ODDS systems
Security	Setups a security office and provides security utilities for all applications.



Planned Major IT Development Projects

Agency & Project Name	Project Description
Employment Security (continued)	
TAA/TRA/DW	Automates Trade assistance, unemployment assistance due to loss of jobs due to NAFTA, and dislocated worker.
UI Collections	Automated the collection of Unemployment taxes from employers
Environmental Quality	
Integrated Information System	Integrate enforcement, compliance, and permitting data
Finance and Administration	
Budget Preparation Module	Implementation of Budget Preparation (AASIS)
Document Processing System	Image tax documents and supporting checks
PRISM/CVISN Grant	Establishment of the federally mandated Commercial Vehicle Registration Process and the Motor Carrier Safety Improvement Process
Arkansas Pay Plan Study	To acquire a compensation analysis software solution to facilitate the pay plan study
Data Entry Replacement Project	Replacement of the outdated Key Entry III Data Entry System
Document Processing System	Development of an Internet based tax lookup service & database by the AGIO
Performance Budgeting and Accountability System	Implementation of Performance Based Budgeting, strategic planning and reporting (AASIS)
Health	
Hospital Network (Bioterrorism Grant)	Create a Video conferencing/data network with AR hospitals
Laboratory (Bioterrorism Grant)	Migration/Upgrade of Lab application to new ADH system
NEDSS (Bioterrorism Grant)	Create a Database of disease surveillance information
Vital Records	Migration of VR application from legacy to new ADH system



Planned Major IT Development Projects

Agency & Project Name	Project Description
Human Services	
Extended Juvenile Jurisdiction Digital Surveillance	EJJ Digital Surveillance Project is to provide and install a PC-based Digital Audio/Video Monitoring and Storage System. The system shall include the cameras, microphones and sensors listed in the specifications, and monitoring and management systems to permit event-driven switching from time-lapse recording to synchronous recording of audio and near real-time video on the same medium. The system will permit recorded events from multiple remote sites to be archived to one central location.
Juvenile Tracking System Re-Engineering	TRW will assist in the coordination and procurement of the Rite Track (Commercial “off-the-shelf” COTS)) to eventually replace the current Juvenile Tracking System (JTS). Continue the on-going maintenance of the existing JTS system for Department of Human Services (DHS), Division of Youth Services (DYS), until the replacement system is deployed.
Information Systems	
Tele-Management Project	A DIS RFP for a Tele-Management System proposes integrating billing, directory, workflow (including work orders), inventory, purchase order tracking, history, trouble ticketing, invoice reconciliation, and asset management functions. These functions are currently performed by three separate systems: Resource Billing System (RBS), Management of Network Income Expense and Services (MONIES), and HEAT. The proposed Tele-Management system would interface with the state’s SAP accounting system, Arkansas Administrative Statewide Information System (AASIS), and would replace the functions of RBS, MONIES, and HEAT with a 24*7 enterprise web-based software solution available for DIS (an estimated 50 users) and for DIS customers and service providers across the state (an estimated 450 users).
Protego Security Project	Protego is a Security Information management system that will allow us to get a clear picture of security issues on our network. We will also have the ability to proactively notify other security administrators as to machines that may be infected with Virus/worms on their devices and get us quicker response times to getting them off of the state network and getting them cleaned. This system can also notify us of problems that require our immediate attention and will allow us to take steps to mitigate the possibility of a network-wide outage due to security issues.
Time Collection System	Enterprise Time Collection solution that interfaces with MS Projects, DIS Billing and other applications and SAP to consolidate processes and eliminate redundancy. Time Collection solution also being considered to capture staff time for federal reporting for Game & Fish Commission.



Planned Major IT Development Projects

Agency & Project Name	Project Description
Office of Information Technology	
Disaster Recovery Plans	Use of Homeland Security granted funds for disaster recovery software and hardware for use by state agencies to create disaster recovery plans.
Parks and Tourism	
Lodge Reservation System	A project to provide a reservation solution at each of the park lodge locations.
Securities Department	
STAR System	Provide a mechanism for tracking various inter-relationships between securities, broker-dealers, agents, investment advisers and representatives to enhance the Department's ability to protect citizens from unethical, unregistered, or fraudulent activities. Promote investor education by providing the investing public with web access to information. This will be accomplished through an integrated, relational, transaction-based database.
State Crime Laboratory	
TeleTestifying Pilot	This project, funded with a science and technology grant through OIT/DIS, will connect the crime laboratory with three county courthouses (Washington, Sharp, and Jefferson). The project seeks to discover the value of testifying in court without leaving the laboratory, thus allowing laboratory personnel more time to work cases and reduce the large case backlog. ASCL will work closely with Southwestern Bell, DIS, and the circuit courts in the targeted counties to develop and implement this application.
State Police	
TraCS (Traffic and Criminal Software)	Application is used to capture crash data near real-time. Project is targeted to be complete within two years statewide. Funding source is through NHTSA (National Highway Transportation and Safety Administration). Purchase of servers and laptops are included in costs.
Teacher Retirement System	
Arkansas Teacher Retirement Member Information System	The Membership Information System will replace the current membership system which is 22+ years old. This is the business application that drives the retirement system.



Planned Major IT Development Projects

Agency & Project Name	Project Description
Workers' Compensation AWCC Imaging	To capture all present paper filings and correspondence electronically so as to eliminate physical storage problems and to be better able to share information among multiple users simultaneously. The scope does not include any attempt of imaging historical documents that are currently captured on microfilm, but rather to pick a cut-off date at which time paper files will not be established - only electronic ones.

Planned Major IT Development Projects With Cost

Agency & Project Name * denotes project cancelled ** denotes project completed	Total Project Cost (estimated)	Cost through FY03	FY04-05 YTD	Total Project Cost to Date	Budgeted amount for FY04-05	Date Project Started	End Date (estimated)
Crime Information Center							
** Integrated Justice	910,563	281,119	628,848	909,967	629,444	11/1/2001	3/31/2004
National Criminal History Improvement Project	1,425,637	0	1,416,404	1,416,404	1,300,000	7/1/1995	6/30/2005
Project Safe Neighborhoods	312,232	12,292	196,277	208,569	299,940	10/1/2002	9/30/2005
Employment Security							
** ACRS	388,313	41,719	144,313	186,032	289,100	3/1/2003	N/A
Economic Development Exchange	261,420	0	0	0	223,020	N/A	N/A
Learning Exchange/OSCAR Import	208,800	0	0	0	180,000	N/A	N/A
** LMI Automation (ALMIS/NSR)	355,000	0	169,334	169,334	355,000	6/1/2004	11/30/2004
** ODDS/AWIS Replacement	523,809	0	185,769	185,769	523,809	8/1/2003	6/30/2005
TAA/TRA/DW	1,324,972	951,435	382,754	1,334,189	1,324,972	7/1/2002	N/A
FARS Replacement	1,000,000	0	0	0	1,000,000	N/A	N/A
** Imaging	1,378,020	17,525	247,549	265,074	992,980	N/A	N/A
Security	923,195	195,000	191,956	386,956	676,195	7/1/2002	N/A
** ABPCO	664,707	44,811	192,714	237,525	664,707	11/1/2002	11/1/2004
Adjudication System	1,543,233	124,541	390,669	515,210	774,994	12/1/2002	N/A
Employer Accounts Registration	238,064	39,254	107,198	146,452	238,064	3/1/2003	N/A
Employer Wage Processing	288,943	17,475	201,447	218,922	288,943	3/1/2003	N/A
* Hope MFLC Record Keeping	111,250	7,487	6,074	13,561	82,250	11/1/2002	7/1/2004
Initial Claims IVR/Call Center	1,800,000	0	15,768	15,768	1,800,000	9/1/2003	N/A
Internet Initial Claims	1,836,980	1,103,527	627,237	1,730,764	1,836,980	10/1/2002	N/A
UI Collections	1,068,900	0	0	0	703,800	N/A	N/A
Environmental Quality							
Integrated Information System	3,200,000	357,520	968,551	1,326,071	3,200,000	12/1/2002	6/30/2007
Finance and Administration							
** Budget Preparation Module	1,921,560	0	1,879,877	1,879,877	1,921,560	8/1/2003	7/1/2004
** Performance Budgeting and Accountability System	100,000	0	100,000	100,000	100,000	8/1/2003	7/1/2004
Document Processing System	1,600,000	0	880,000	880,000	1,600,000	6/1/2005	6/1/2006

Planned Major IT Development Projects With Cost

Agency & Project Name * denotes project cancelled ** denotes project completed	Total Project Cost (estimated)	Cost through FY03	FY04-05 YTD	Total Project Cost to Date	Budgeted amount for FY04-05	Date Project Started	End Date (estimated)
Finance and Administration (continued)							
PRISM/CVISN Grant	374,000	0	113,000	113,000	374,000	3/1/2005	9/30/2006
Arkansas Pay Plan Study	150,000	0	0	0	150,000	4/1/2005	7/1/2006
Data Entry Replacement Project	500,000	0	365,634	365,634	500,000	12/1/2005	1/1/2006
Streamline Sales & Use Tax Initiative	180,000	0	80,000	80,000	180,000	4/1/2005	6/30/2007
Health							
Hospital Network (Bioterrorism Grant)	1,200,000	0	930,000	930,000	1,200,000	7/1/2003	6/30/2005
Laboratory (Bioterrorism Grant)	600,000	0	535,000	535,000	600,000	7/1/2003	12/30/2004
NEDSS (Bioterrorism Grant)	400,000	0	400,000	400,000	400,000	7/1/2003	6/30/2004
Vital Records	900,000	0	0	0	900,000	7/1/2003	6/30/2006
Human Services							
** Extended Juvenile Jurisdiction Digital Surveillance	468,321	0	451,077	451,077	195,547	7/1/2003	4/30/2005
** Juvenile Tracking System Re-Engineering	267,973	0	380,022	380,022	347,298	7/1/2003	6/30/2005
Information Systems							
Telemanagement Project	500,000	0	63,616	63,616	500,000	10/1/2004	12/31/2005
* Time Collection System	350,000	0	0	0	350,000	7/1/2003	12/31/2004
Protego Security Project	375,000	0	480,231	480,231	550,000	3/1/2005	8/8/2005
Office of Information Technology							
** Disaster Recovery Plans	236,700	0	201,251	201,251	236,700	12/1/2003	6/30/2004
Parks and Tourism							
** Lodge Reservation System	315,000	0	304,072	304,072	315,000	9/1/2003	5/30/2004
Securities Department							
** STAR System	369,871	114,800	315,855	430,655	312,821	5/1/2003	6/30/2004
State Crime Laboratory							
* TeleTestifying Pilot	351,000	134,605	108,198	242,803	216,396	4/15/2001	6/30/2005
State Police							
TraCS (Traffic and Criminal Software)	1,100,000	0	1,486,561	1,486,561	1,100,000	10/1/2003	6/30/2005

Planned Major IT Development Projects With Cost

Agency & Project Name * denotes project cancelled ** denotes project completed	Total Project Cost (estimated)	Cost through FY03	FY04-05 YTD	Total Project Cost to Date	Budgeted amount for FY04-05	Date Project Started	End Date (estimated)
Teacher Retirement System							
** Teacher Retirement Member Information System	7,500,000	3,627,461	3,403,638	7,031,099	3,872,536	5/15/2000	6/30/2005
Workers' Compensation Commission							
** AWCC Imaging	200,000	0	78,000	78,000	200,000	1/15/2004	6/30/2005
Totals	\$39,723,463	\$7,070,571	\$19,034,291	\$26,104,862	\$33,506,056		



Planned Major IT Enhancement Projects

Agency & Project Name	Project Description
Crime Information Center	
VINE Enhancements	Utilizing the existing VINE Notification System which will provide an individual booking database for each county jail in Arkansas. This includes profession services and maintenance.
Education Department	
Pentamation/COGNOS Reporting Project - Financial	This project adds an analysis and reporting piece for the Pentamation Financial users in the school districts.
Pentamation/COGNOS Reporting Project - Student	This project adds an analysis and reporting piece for the Pentamation Student users in the school districts.
Upgrade using Genero to Pentamation's Financial & Student Plus Management Systems	Pentamation is upgrading the DOS based system to a system that will be more user friendly for both the Pentamation Student and Financial users. All business processes will remain the same. This system takes the current system and gives it a Windows look and ease of use.
Employment Security	
Workforce Investment System	Enhancements to the existing workforce investment system
New Hire Enhancement for BPC	Provides a cross match of Unemployment Insurance overpayments and the new hire registry.
UI Charges	Redesign of Unemployment Insurance Charges to Employers
Finance and Administration	
Employment Benefits	HIPAA compliance/employee benefits administration
Human Services	
Child Care Eligibility	Child Care Eligibility/Business at a Glance - Replace the Day Care mainframe system with client service system and provide new functionality of instant information about each daycare and identify deficiencies (Business at a Glance).



Planned Major IT Enhancement Projects

Agency & Project Name	Project Description
Human Services (continued)	
CHRIS - Children's Reporting and information System (CHRIS)	Enhancements required by SACWIS (State Automated Child and Welfare Information System) audit as follows: Resource/Provider redesign, Provider Payment and Remittance Advice, Electronic data interface with IV-D, Identify and match Services to Case Plan needs, Track progress of Service/Case Plans, Record contract/acquisition needed resource needs, Timely identification /tracking of case reviews, Electronic data interface with IV-A, Electronic data interface with Title XIX, Accounts Payable Process, Accounts Receivable Process, Determine and track Child's IV-E in placement, Verify eligibility for other related programs, Generate documents in initial eligibility determinations, Redeterminations, Generate documents on eligibility changes, Assignments/Management of Workloads, Collection/Maintenance of Foster Parent/Adoption, Process Contracts and changes, Record Contract monitoring, Generate Contract Alerts and notices, Generate Contract documents, Identify allegations of maltreatment by FC Providers, Prepare and record referrals to other agencies, Indian Child Welfare requirements
Decision Support	Decision Support Systems is replacing Business At a Glance. This request supports the Division of Child Care and Early Childhood Education's pilot project of developing a business intelligence system called Decision Support System. DSS serves two purposes. First, is to satisfy executive query and reporting needs. Second, is to move from a reactive mode to a proactive predictive capability to assist DCC/ECE in addressing fraudulent provider and client behavior.
HIPAA	Medicaid, as a health insurance plan, must comply with Health Insurance Portability and Accountability Act (HIPAA) requirements. This requires significant changes in the Medicaid Management Information System (MMIS) to accommodate the mandate to use standard electronic claim and eligibility record formats.
PLATO Learning Software package Expansion	DYS is required by the Department of Justice to ensure that academic credits earned are unquestionably accepted by other public schools in the state. DYS has had Plato Learning Software at Alexander since 1996 and the regional juvenile programs since 2001. We are requesting to enhance and expand the use of this software to address the DOJ settlement requirements and ADE requirements. The expansion allows complete, enhanced coverage on these campuses and adds this educational capability for DYS group homes.
Recipient Overpayment Accounting System (ROAS)	ROAS is an Accounts Receivable system that tracks overpayments in benefits issued to DHS clients, interfaces with other systems to enable recouping overpayments through a deduction in current benefits, and interfaces with State and Federal revenue agencies to intercept tax refunds to repay client overpayments debts. The system also incorporates a Fraud sub-system that is used to track the cases suspected of fraud and their status within the DHS benefit abuse process. This system is running in a mainframe environment and consists of several COBOL online and batch programs. It is currently being re-engineered in Visual Basic and SQL Server.



Planned Major IT Enhancement Projects

Agency & Project Name	Project Description
Information Systems Video Scheduling / Bridging	Provide for the continuation and growth of interactive video conferencing service for K-12 and higher education; health service providers; and various law enforcement and judicial entities. The service will be based on the latest technology. It will be provided by an IP based network consisting of vendor provided and owned bridging and scheduling software and equipment and the state's private IP network.
Parks and Tourism GuiXT Project	GuiXT is a third party software product endorsed by SAP that has the capability to make AASIS/SAP more user friendly and much more efficient by reducing the number of screens and clicks an employee has to go through to accomplish their task.
Prosecutor Coordinator Prosecutor Systems	Rewrite and upgrade currently separate Hot Check and Case Management Systems into one main system, written in Visual Basic and stored on an SQL Server platform.
State Police AFIS (Automated Fingerprint Identification System)	Automated Fingerprint Identification System upgrade to add increased functionality (i.e. palms, secondary matching, etc.) Fund source is through congressional earmark and Byrne grant

Planned Major IT Enhancement Projects With Cost

Agency & Project Name * denotes project cancelled ** denotes project completed	Total Project Cost (estimated)	Cost through FY03	FY04-05 YTD	Total Project Cost to Date	Budgeted amount for FY04-05	Date Project Started	End Date (estimated)
Crime Information Center							
VINE Enhancements	3,907,024	2,820,534	1,202,929	4,023,463	1,086,490	5/1/1998	6/30/2005
Education Department							
Pentamation/COGNOS Reporting Project - Financial	800,000	0	800,000	800,000	800,000	7/20/2004	6/30/2005
Upgrade using Genero to Pentamation's Financial & Student Plus Management Systems	943,540	0	313,885	313,885	943,540	11/21/2003	7/1/2004
Pentamation/COGNOS Reporting Project - Student	1,500,000	0	1,500,000	1,500,000	1,500,000	6/1/2005	6/30/2007
Employment Security							
* Workforce Investment System	309,472	0	0	0	309,472	N/A	N/A
New Hire Enhancement for BPC	210,000	0	0	0	180,000	N/A	N/A
UI Charges	644,875	0	0	0	151,965	N/A	N/A
Finance and Administration							
Employment Benefits	3,000,000	976,420	1,627,895	2,604,315	1,357,110	3/1/2002	6/30/2005
Human Services							
CHRIS - Children's Reporting and Information System	3,769,884	0	2,337,758	2,337,758	2,332,392	7/1/2003	6/30/2006
** Recipient Overpayment Accounting System (ROAS)	654,088	360,535	309,772	670,307	309,772	7/1/2003	6/30/2004
** Child Care Eligibility	3,559,039	428,362	2,385,397	2,813,759	3,559,039	7/1/2003	6/3/2005
** Decision Support	214,740	0	180,042	180,042	149,168	2/1/2004	6/3/2005
** HIPAA	22,355,827	15,578,375	6,726,964	22,305,339	6,726,964	7/1/2002	6/30/2004
** PLATO Learning Software package Expansion	968,783	0	524,213	524,213	574,745	7/1/2003	6/30/2005
Information Systems							
Video Scheduling / Bridging	8,501,175	0	255,000	255,000	3,213,675	4/15/2005	4/14/2010
Parks and Tourism							
GuiXT Project	120,000	0	10,000	10,000	120,000	2/13/2004	1/31/2005
Prosecutor Coordinator							
Prosecutor Systems	489,300	47,500	97,000	144,500	124,000	10/1/2002	7/1/2007

Planned Major IT Enhancement Projects With Cost

Agency & Project Name * denotes project cancelled ** denotes project completed		Total Project Cost (estimated)	Cost through FY03	FY04-05 YTD	Total Project Cost to Date	Budgeted amount for FY04-05	Date Project Started	End Date (estimated)
State Police								
** AFIS (Automated Fingerprint Identification System)		1,351,133	0	1,351,133	1,351,133	1,351,133	12/01/2003	6/30/2005
Totals		\$53,298,880	\$20,211,726	\$19,621,988	\$39,833,714	\$24,789,465		